

**TOWN OF ARLINGTON**  
**BUILDING MAINTENANCE COMMITTEE**  
July 9, 2014– Minutes

Members Present:

Ruthy Bennett  
Vincent Cerbone  
Christine Deshler  
Andrew Flanagan  
Diane Johnson  
Michael Miano  
Barbara Thornton

Guests: Brian Cruz, Senior Account Manager, School Dude.

Business:

1. The Chair called the meeting to order at 4:00 p.m.
2. After explaining what the needs of the town were, the members of the committee heard a presentation by Brian Cruz from School Dude. Cruz said that there were two modules that might be helpful: “Maintenance Direct”, which simplifies work the work order process, and “PM Direct”, which helps to track recurring maintenance tasks. Both could be packaged together or the town could start with one module, i.e. Maintenance Direct, and then add another, like PM Direct.

School Dude provides unlimited training and support. Training can be via the web or phone, or on sight. It is cloud based and once log-in identifiers and passwords are obtained, training and use of the product could start immediately.

Cruz walked the committee through Maintenance Direct, pointing out certain features:

- Request Page. The members discussed the importance of crafting it precisely so that the maintenance request can be specifically identified by building, location, area. There was also a discussion as to the need to limit who can submit a request and/or who must approve it in order to move away from the current system of everyone being able to make demands. Cruz told the committee that their modules utilize “user roles” which dictate what a person can see and do with the program. The town can decide who can and/or must approve a request and School Dude will configure accordingly. There was a consensus that principals be delegated with the task of prioritizing maintenance requests.
- Problem Types. The nature of the request can be identified by listed categories.
- Time. It was important for the members that the program be capable of scheduling maintenance around classroom use.
- Attachments. The module is set up so that a person requesting repairs can take and send a photograph of the problem.
- Routing. Repairs can be identified by type of problem (i.e., water, electrical) or by location (i.e. schoolroom).

Cruz showed the committee members what an administrator would see when he/she logged in:

- Emergency requests.
- Status (work in progress, completed, unassigned, etc.)
- Ability to assign a task to a technician.
- Estimate of how long it will be to complete the task.
- How long it actually took to complete the work.

School Dude could also be used to create a report of how maintenance is trending (i.e. how much is spent on a certain school or by a certain contractor). There was a discussion as to how to fold in third party contractors into the School Dude module so that their work orders could be similarly assigned and tracked. Cruz explained that School Dude could be configured to cover third party reports and explained that it allows for reports to be custom designed.

The committee had questions about data input and set up. Cruz said how long that process takes depends on how granular the committee wants it to be. Typically, it takes a couple of months to set up the program.

Cruz explained that pricing is based on the size of the district (number of students). Cruz will get a price quote to D. Johnson.

3. Next steps were discussed. Data will need to be collected using, initially, the insurance list and the capital plan list. There was a discussion about the pros and cons of using MUNIS based data, the main benefit being that the town would not need to create a whole new type of listing and what exists now ties in easily with existing conventions, capital planning modules, etc.

The committee determined that School Dude should be rolled out on a pilot basis using just one or two schools. Data for just those schools will be inputted. Then the program will be analyzed and evaluated to determine if the program should be expanded. The plan is to have some data and analysis which could be presented to the Finance Committee to support any requests for funding a facilities management head or department. Cruz stated that the committee will probably need School Dude to be up and running for about 6 months in order to generate useful data.

4. A. Flanagan reported that the Board of Selectmen want a committee report in the fall.
5. The minutes of the June 2, 2014 meeting were unanimously approved.
6. The next meeting was scheduled for August 20, 2014 at 3:45 p.m.

*Submitted by Christine Deshler, Secretary.*